

MOBI®

DualScan™

U L T R A

Talking Ear and Forehead
T H E R M O M E T E R

plus
fingertip
Pulse Meter



User's Manual for DualScan™ Ultra Digital Thermometer

- Thank you for purchasing our DualScan™ Ultra thermometer. For optimal use of this product, be sure to read this user manual before any operation.
- Remove safety tab from battery. Open battery case and gently pull out the plastic safety tab from underneath the battery. Thermometer will not activate until this has been performed.
- For safe and proper use of this product, be sure to read and fully understand Safety Precautions contained in this user Manual.
- Keep this Manual with you for a convenient reference on proper usage and operation.

SAFETY PRECAUTIONS

- Warning marks and symbols are contained for your safe and proper use of this product and prevention of any injury to you and others.
- See table below for description of warning marks and symbols:



WARNING

Means a possibility of personal injury in case of improper use.



NOTICE

Means a possibility of personal injury or property damage in case of improper use.

**Property damage covers any damage to house, family property and domestic animal or pet.*

MARKS OR SYMBOLS



PROHIBITED

Means forbidden with regard to detailed items expressed in words or figures within or beside the mark. The mark on left means "generally forbidden".



OBSERVE CAREFULLY

Means obligatory in regard to detailed items expressed in words or figures within or beside the mark. The mark on left means "generally/compulsory observation".



IMPLICATION OF SYMBOL

Means Type-B device.

INTENDED USAGE

The device is intended for the as-needed measurement monitoring of human body temperature and pulse rate by consumers in the home.



WARNING



Use of this thermometer is not intended as a substitution for consultation with your physician. Measurement results are for reference only. They cannot be used as a clinical assessment or medical diagnostic basis. Contact your physician if you have or suspect any health concerns.

Don't touch or blow infrared sensor.

**A soiled Infrared sensor may cause inaccuracy.*

Clean a soiled infrared sensor with a soft wet cloth in a gentle manner.

**Cleansing with toilet tissue or paper towel may scratch the Infrared sensor, causing inaccuracy.*

Keep the unit out of children's reach.

**A self-measurement taken by children may cause ear damage. In case of accidental swallowing of battery, please contact doctor or emergency room immediately.*

Measurement should be delayed until ear is warmed up after any outdoor activities.

**Using a water-filled pillow or bag, or any immediate measurement after an outdoor activity in winter may cause an inaccurate result.*

For temperature difference between storage area and measurement site, condition the thermometer for about 30 minutes in room temperature at measurement location.

**Failing to do so may cause inaccuracy.*

If the user measurement of the body temperature exceeds 38 degrees C or 100.4 F and /or feels uncomfortable, the user should contact a medical practitioner immediately .

Stop using the product in case of any occurrence of pain or discomfort, as this might signify potential ear canal damage.

It is not recommended to use the product by users suffering any ear disease including otitis external and tympanitis, as this may aggravate such a condition.

Don't use the product in a wet ear canal resulting from swimming or bathing, as this may result in harm to the ear canal.

Taking a temperature reading from the ear is fast and accurate because the ear drum shares the blood supply with the center of the temperature control center in the brain.

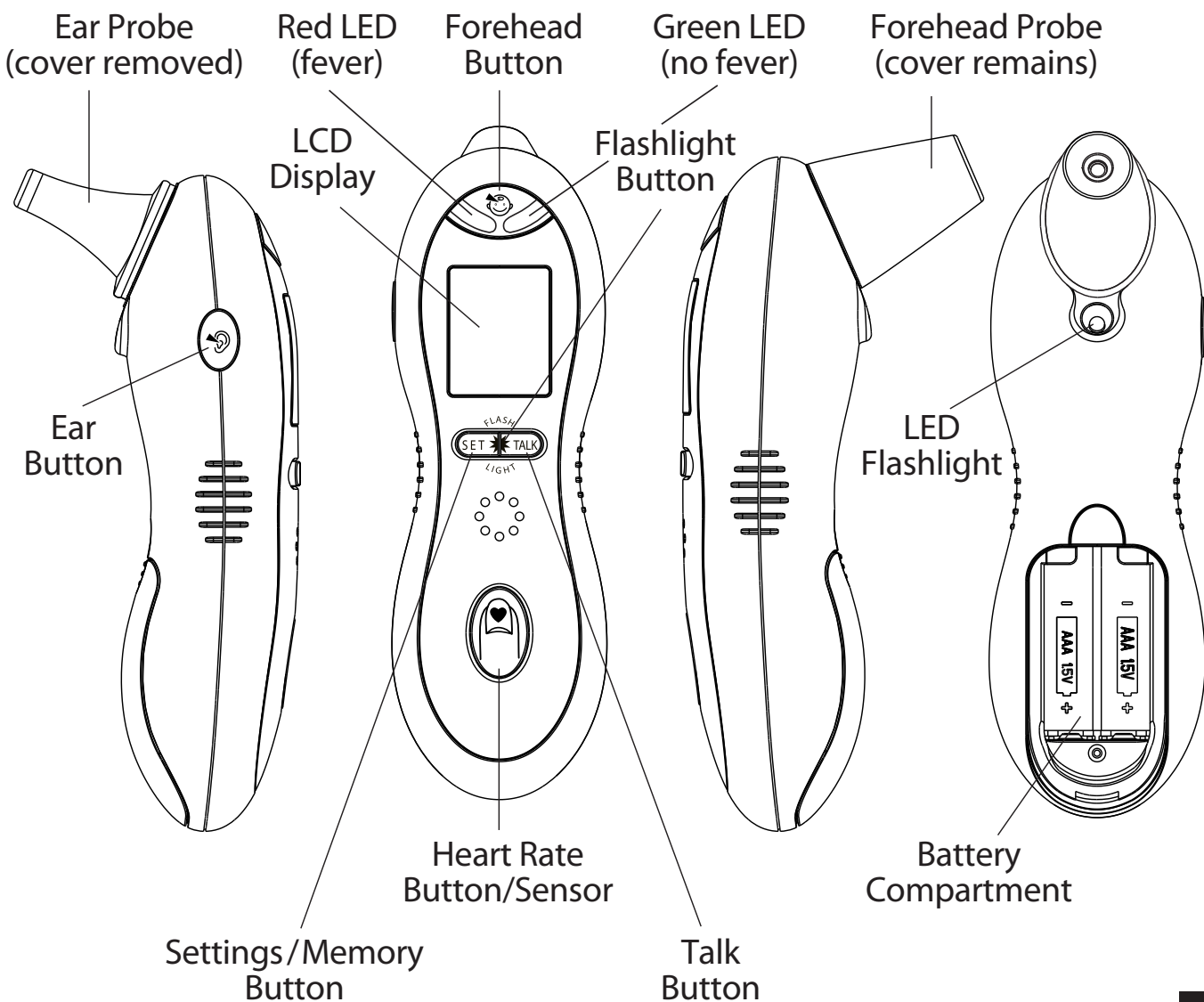


Don't throw batteries into fire, as this may cause an explosion. Dispose of batteries in environmentally safe manner.

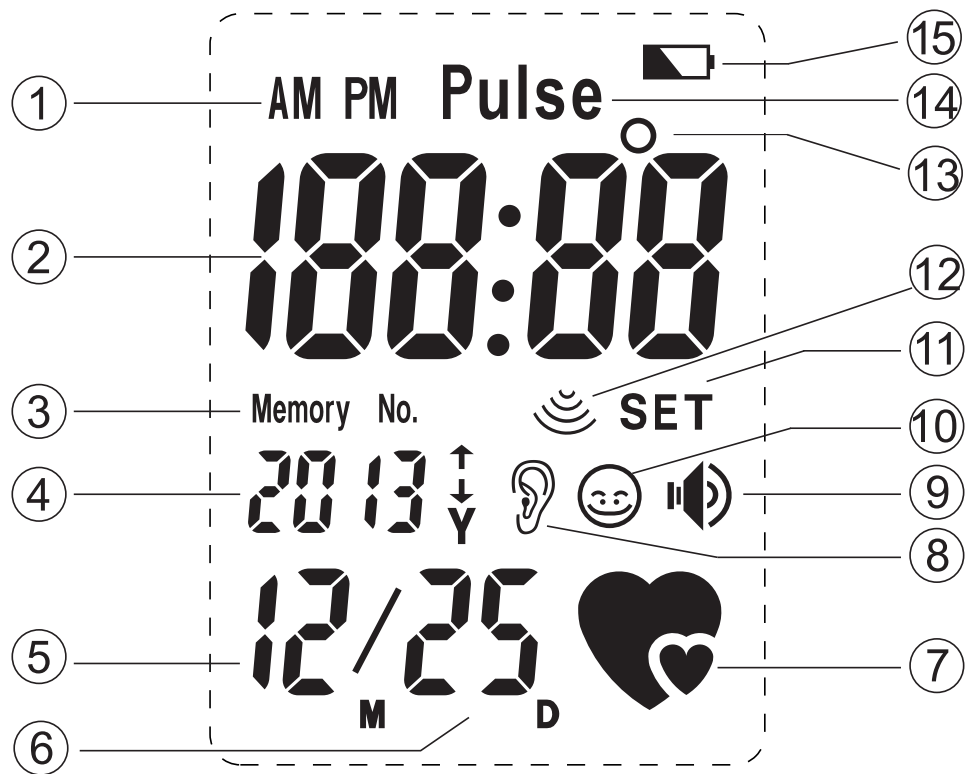
RECOMMENDATIONS

- Don't use the product for other purposes than those propose herein.
- This is not a waterproof device. Clean it only with dampened cloth gently.
- It is unsafe and hazardous to leave the product exposed to any chemical solvent, direct sunshine or high temperature.
- Don't drop, handle roughly, or cause any vibration or impact to the product.
- Don't use a mobile phone nearby when the thermometer is in use.
- Regarding disposal of batteries, please comply with environmentally safe methods and legal battery disposable means and laws.
- Take out the batteries if you are not going to use the unit for an extended time.

INTERFACE LAYOUT



LCD DISPLAY



- ① ----- Indicates AM or PM when time of day is displayed below it
- ② ----- Numerical Readings for Temperature / Time / Pulse
- ③ ----- Memory Number heading (Memory Numbers displayed below)
- ④ ----- Calendar Year / Number of the previous reading in Memory
- ⑤ ----- Calendar Month
- ⑥ ----- Calendar Day
- ⑦ ----- Heart Rate Reading (in progress when flashing)
- ⑧ ----- Indicates Ear Temperature Button was used
- ⑨ ----- Indicates Audio Talking Mode in use
- ⑩ ----- Indicates Forehead Temperature Button was used
- ⑪ ----- Indicates Settings Button in use
- ⑫ ----- Human Temperature measurement indicator
- ⑬ ----- Temperature Degree Scale (°F or °C)
- ⑭ ----- Indicates Heart Rate Button pressed, ready to read Pulse
- ⑮ ----- Battery Level indicator

PRIMARY FUNCTIONS

Calendar Date falls within Gregorian calendar year 2001–2099.

Time of Day is shown in 24 hour shifts. The initial date for a powered unit is set as January 1st of the manufacturing year.

Room Temperature is displayed with Time of Day (alternating every 5 seconds) when not in use otherwise. Measurement ranges from 41.0°F to 139.8°F (5.0°C to 59.9°C).

Body Temperature displayed when Ear or Forehead Buttons are used with measurements ranging from 89.6°F to 109.3°F (32.0°C to 42.9°C).

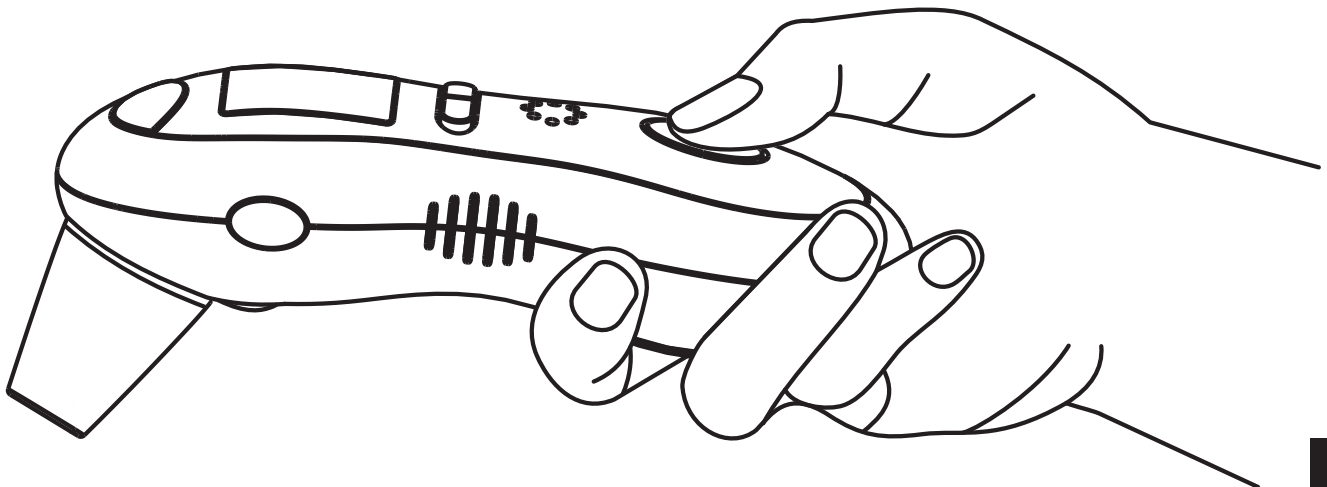
Memory Function saves a record of every body temperature reading (maximum of 30 records). Each record is stored with body temperature, date, measurement mode (ear or forehead), and the record's memory number.

Voice Readout Mode causes a body or room temperature reading to be audibly sounded, with the current time, in English, and in °C or °F depending on the setting.

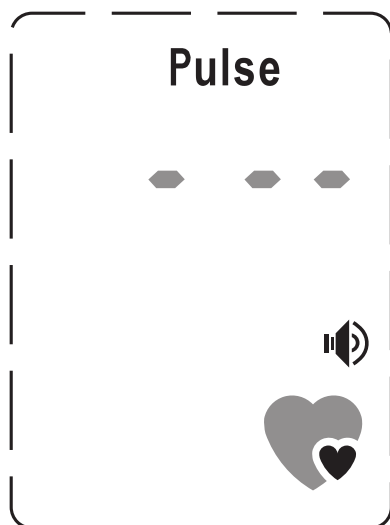
LED Flashlight is built-in and can be used for discreet night time use.

Pulse/Heart Rate is read using the Heart Rate Button/Sensor and measures within the range of 40-200 heartbeats per minute. To measure your Pulse:

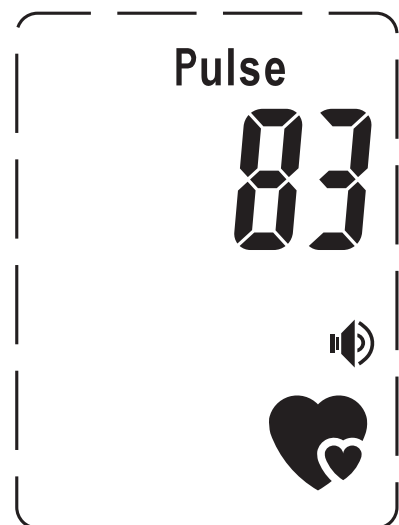
- With your thumb centered on it, press and release the Heart Rate Button once but leave the thumb lightly in place on the button without pressing it again. The unit will beep and the word Pulse will appear on the display.
- As you let your thumb rest on the button the Large Heart symbol ♥ on the display will begin to flash in time with your heart beats. Leave your thumb in place there without moving until the unit beeps again and displays your heart rate, which is the number of beats per minute for your heart at the time.



Large Heart flashes with your heart beat as you leave your thumb on the Heart Rate Button.



When Large Heart symbol stops flashing your Pulse Rate will be displayed in heart beats per minute.



- The Heart Rate is usually read within 15 seconds if the Large Heart symbol is flashing. If it remains constantly on (not flashing) it means the connection between your thumb and the sensor is not optimal and will result in an ERR (error) message on the display indicating the Heart Rate was not measured. In that case press and release the button again to restart the reading and be sure to leave your thumb resting on the button light enough to keep it from being depressed again, but with enough pressure to make good contact so the sensor can detect the blood flow in your thumb.
- Press the SET Button to reset the unit for normal use.

MEASUREMENT PREPARATIONS

For proper measurements always store the device in appropriate temperature and conditions for at least 30 minutes before use. An unexpected fluctuation of ambient temperature is likely to deteriorate measuring accuracy. When a storage site shows a different recommended temperature within the area in which a thermometer is located, or any attempt to perform a temperature reading in front of an air conditioner or heating device is made, accurate read outs will be impaired. Be sure to keep ear clean, since an unclean ear canal may cause read out inaccuracy. Measurement should be done at a calm and quiet time to ensure an accurate result. Do not talk or move body during measurement. Temperature is likely to increase immediately after exercise, bathing, or other physical exertion. If measurement appears to be incorrect please wait 5-15 minutes before the taking measurement again. Make sure to use the same thumb when re-measuring Heart Rate.

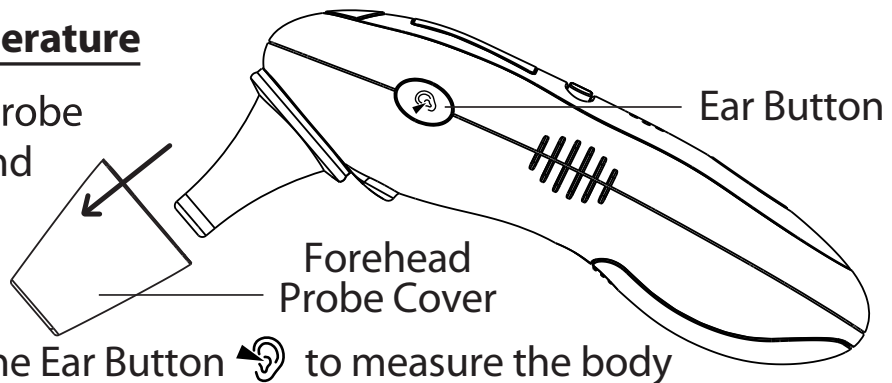
NOTE: Replace any low-voltage battery to ensure full power supply.

HOW TO TAKE TEMPERATURE READINGS

To measure Ear Temperature

Pull off the forehead probe cover from the unit, and insert the slimmer Ear Probe tip just slightly into the ear opening,

then **press and hold** the Ear Button  to measure the body temperature. Grip unit comfortably and depress ONLY the Ear Button.

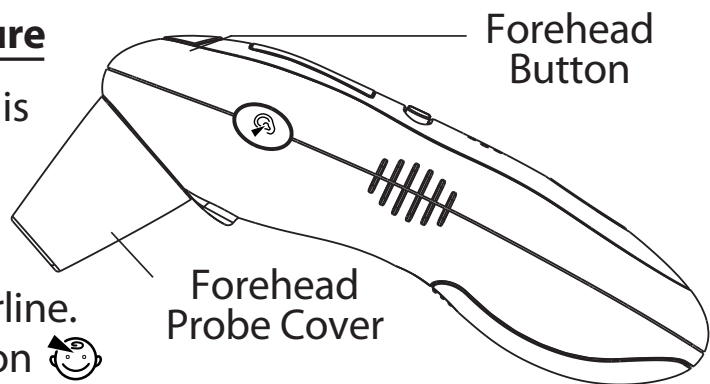


Once the unit has a measurement, you will hear two short "beeps," the display will show **000** in the Memory Number area, and the body temperature will be shown in large numerals...either in °F or °C...depending on which scale you have the unit set for. After **000** disappears you can measure again.

To measure Forehead Temperature

Be sure the Forehead Probe Cover is on the unit, then gently touch the entire tip of the probe to the center of the forehead, midway between the eyebrow and the hairline.

Press and hold the Forehead Button  to measure the body temperature. Grip the thermometer comfortably and depress ONLY the Forehead Button.



As when reading from the ear, once the unit has a forehead measurement you will hear two short "beeps," the display will show **000** in the Memory Number area, and the body temperature will be shown in large numerals...either in °F or °C...again, depending on which scale you have the unit set for. After **000** disappears you can measure again.

With either reading method (ear or forehead) the result will be stored into memory automatically. If 30 sets of memory records are stored already, the oldest (No.1) set of data will be replaced by the next oldestst and the most recent record will be stored at the top as the highest No.

Measure 3 times (maximum) consecutively, if desired. Proper body temperature readings can be affected despite normal conditions. For later readings (after 4 times or more) wait 10 minutes before taking a new measurement.

Display of Measurement Results

Temperature Range:

Results shown from 89.6°F to 109.3°F (32.0°C to 42.9°C). "HI" is displayed for all results above 109.3°F (42.9°C), and "LO" displayed for result below 89.6°F (32.0°C)

Fever Diagnosed:

a **RED LED** lights with results from 100.4°F (38.0°C) to 109.3°F (42.9°C)

No Fever:

a **GREEN LED** lights with results from 96.0°F (35.6°C) to 100.3°F (37.9°C)



Thirty seconds after a measurement the unit automatically returns to Clock Mode.

In Sleep Mode the display will automatically turn off one minute after the last button is pressed.

ADVANCED OPERATION

When in Clock Mode

The display will show Time as: Year, Month, Date, Hour, and Minute with the ":" between the hour and minute flashing each Second. At rest, the LCD screen displays the current Time and Room Temperature, alternating every 5 seconds. Otherwise, **press and release** TALK and the unit will visibly display, and audibly speak, the current Time and Room Temperature.

To turn the **Talking Feature** OFF, **press and hold** the TALK Button for 3 seconds and the speaker symbol  will turn Off on the display. **Press and hold** TALK for 3 seconds again and the unit will beep and the speaker symbol  will re-appear, turning the **Talking Feature** ON.



Clock Mode
(current time)



Clock Mode
(temperature)

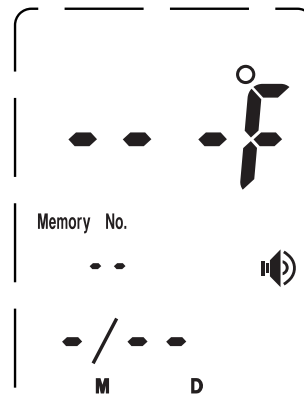
Note: The default is for the Talk Feature to be ON. The unit speaks in English and will say the temperature in either °F or °C depending on what you set the temperature scale on the unit to.

To retrieve **Readings from the Memory**

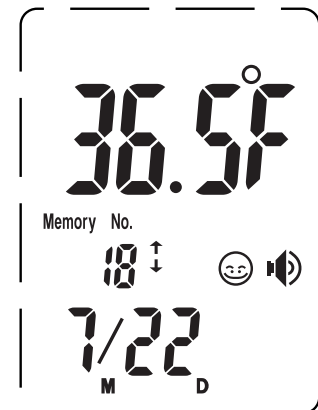
Press and release the SET Button to retrieve the most recent reading recorded in the Memory. It will show the Body Temperature, the Type of Reading (ear or forehead), the Fever/No Fever colored light, the Date it was recorded, and the Memory Number (highest number in memory).

To retrieve further readings from the memory just keep pressing the SET Button. As you do so the next previous reading records will appear in sequence from latest to oldest as the Memory Number displayed goes down.

You can stop on any previous reading and press the TALK Button to hear the reading spoken (if Taking Feature has not been disabled).



Memory Mode
(no previous recorded readings in memory)



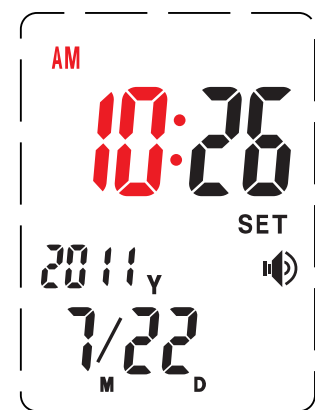
Memory Mode
(No.18 of previous recorded readings)

To change **Settings**

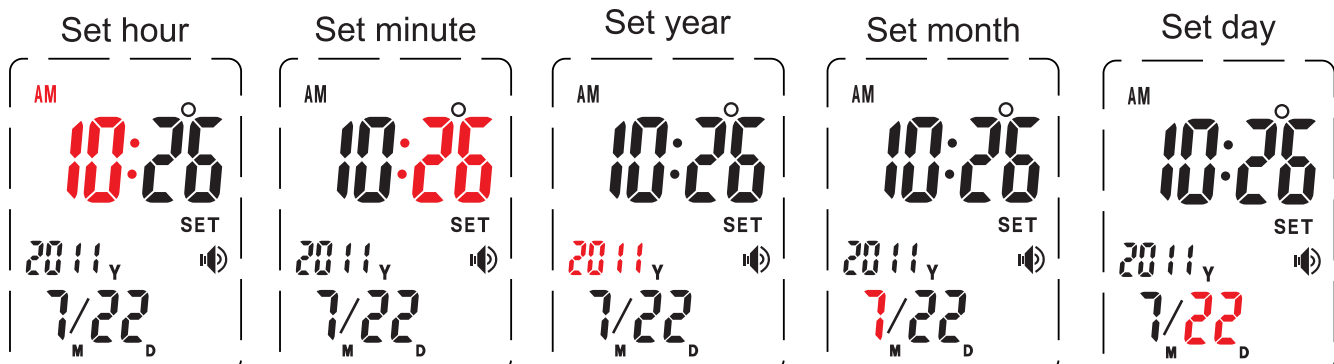
Set-up Mode is entered when you *press and hold* the SET Button for 2 seconds. The word **SET** will appear on the display. Then you can reset the unit.

To reset current **Time and Date**

Once the word **SET** is shown, use the TALK button to go through to the Year, Month, Hour, Minute, etc. To change one of those, stop on it, and then use the SET Button again, which will cycle through the date/time values so you can stop on the date/time number you need to set it to.

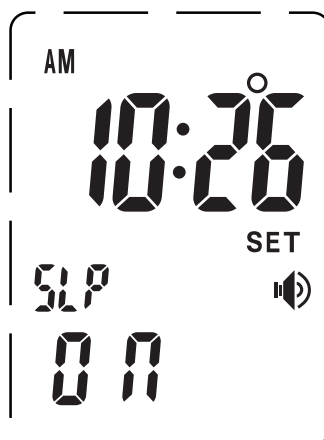


Set-up Mode

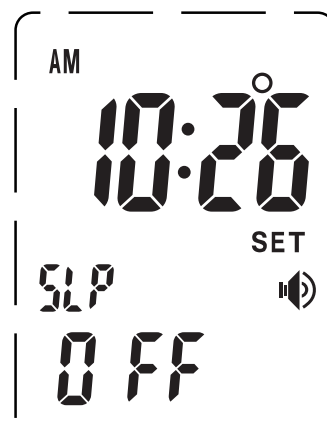


To set to **Sleep Mode**

The unit enters Sleep Mode one minute after the last button is pressed.




Sleep Mode
(enabled)



Sleep Mode
(disabled)

To change between **Fahrenheit or Celsius**

Press the Ear Button  and the TALK Button together. The unit will change from which ever scale it is in, to the other...Celsius or Fahrenheit.

This setting change will be spoken if the Talking Feature has not been disabled.



Fahrenheit



Celsius

To activate the **LED Mini Flashlight**

Press and hold the center of the SET and TALK Buttons for 2 seconds and the LED Mini Flashlight will turn ON. It will turn OFF automatically after 5 seconds.

After resetting any function the unit returns to Clock Mode automatically 5 seconds after last key is pressed.

Note: Press any button to instantly cut talking on unit when silence is desired.

RECOMMENDATIONS

For users not familiar with digital thermometers, it is recommended that you measure the same ear 3 times during initial usage. The maximum reading shall be recorded in case of different results since any thermometer in continuous operation is prone to show a slight margin differential (+/- 0.3°C, +/- 0.5°F).

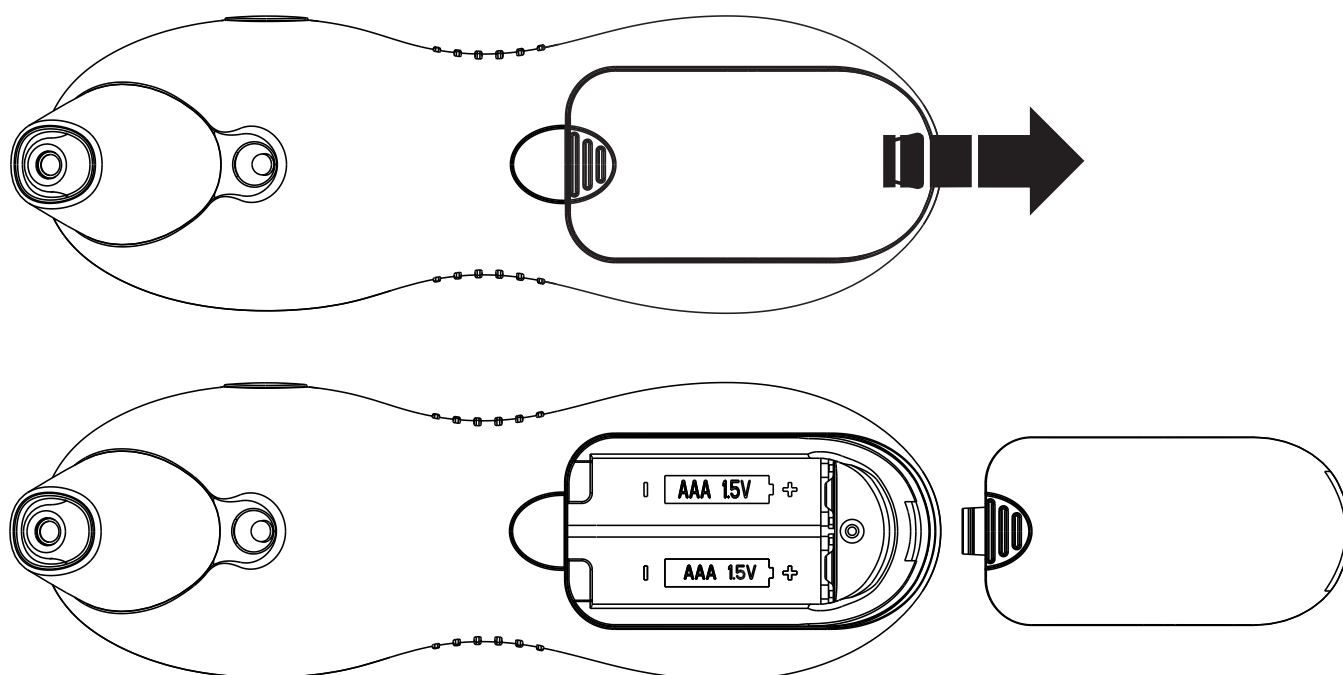
Wait about 30 seconds before measuring the same patient again to factor in changes of skin condition.

For users in sound health, both ears will be virtually the same in terms of body temperature.

Clean ear before taking measurement.

REPLACE BATTERIES

Remove the battery compartment door as shown below.



Put batteries into compartment according to the + and - symbols inside and use only new batteries (2 x AAA - alkaline recommended).

Replace the battery compartment door tightly.

MAINTENANCE, STORAGE AND CALIBRATION

Maintenance:

1. Remove all stains from the device with a soft, dry cloth.
2. Clean the tip of the probe as follows: Wipe the surface gently with a swab of cotton or a soft cloth moistened with alcohol until no dirt or wax remains. Allow the alcohol to dry before using thermometer again.
3. Do not wash the thermometer with water, abrasive detergent or detergent containing benzene or other harsh solvents.

Storage:

1. After each use, clean the thermometer and put on the protective cover.
2. Do not leave the thermometer exposed to direct sun, high temperatures, humidity, fire, flames, or subject to shocks or any kind of physical impact.
3. If you plan to not use the thermometer an extended time, remove the batteries.

Calibration:

The thermometer is factory-calibrated. If it is used according to this user manual, periodic recalibration is not required. If there are doubts concerning the accuracy of the thermometer, please contact Mobi at the address given herein. Do not try to repair or modify the thermometer yourself.

CARE AND CLEANING

1. Keep the probe surface clean, otherwise the measurement may not be accurate.
2. Clean the probe with a non-abrasive cloth or paper moistened with water or alcohol, and conduct measurement after the water or alcohol on the surface of the probe has evaporated.

Caution:

Make sure the probe tip of the thermometer is completely clean. A dirty probe lens will cause inaccurate measurements.

UNIT SPECIFICATIONS

- Product Name: DualScan Ultra Thermometer
- Model: 70120
- Power supply: DC3V (2 x AAA battery)
- Temperature Sensing Part: IR sensor
- Measuring range: 32.0°C - 42.9°C (89.6°F -109.3°F)
- Room Temperature: 5.0°C - 59.9°C 141.0°F -139.8°F)
- Measuring accuracy: +1- 0.2°C (or +1- 0.4°F) from 35.5°C - 42.0°C (or 95.9°F -107.6°F), and +/- 0.3°C (+/- 0.5°F), from 32.0°C - 35.4°C (or 89.6°F - 95.8°F) or from 42.1°C - 42.9°C (or 107.7°F - 109.3°F)
- Room Temperature: +1- 2°C (4°F)
- Outer dimensions: 134 (L)x43(W)X59(D)mm
- Weight :67g (without batteries)
- Working environment: 10°C - 40°C (50.0°F - 104.0°F) for Ear
15°C- 40°C (59.0°F - 104.0°F) for Forehead
- Relative humidity: 20%RH-80%RH
- Storage environment: -20°C - 55°C (-4°F - 131°F)
- Relative humidity: 20%RH-90%RH
- Precision/repeatability: +I- 0.3°C (+/- 0.5°F)

Dispose of used batteries properly and with care and comply with all environmental ordinances for battery disposal.

EXPLANATION OF SYMBOLS



Type B Applied part



Disposal in accordance with Directive 2002/96/EC (WEEE)



The name and the address of the manufacturer



The name and the address of the authorised representative in the European Community



Complies with the European Medical Device Directive (93/142/EEC) and amended by directive 2007/47/EC requirements.
Notified body TUV Rheinland (CE0197)



Refer to Instruction Manual.

GUIDANCE AND MANUFACTURER'S DECLARATION

Guidance and manufacturer's declaration - electromagnetic emissions

The device is intended for use in the electromagnetic environment specified below. The customer or the user must ensure that it is used in such an environment.

Emissions Test	Compliance	Electromagnetic environment - guidance
RF emissions CISPR 11	Group2	The device must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.
RF emissions CISPR 11	Class B	The device is suitable for use in all establishments other than domestic and those directly connected to the Public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Not applicable	
RF emissions CISPR 14-1	Complies	The device is not suitable for interconnection with other equipment.
RF emissions CISPR 15	Complies	The device is not suitable for interconnection with other equipment.

Guidance and manufacturer's declaration - electromagnetic immunity


The device is intended for use in the electromagnetic environment specified below. The customer or the user should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment - guidance
Electrostatic discharge (ESD) IEC 61000-4-2	± 6 kV contact ± 8 kV air	± 6 kV contact ± 8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output lines	Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 1 kV differential mode ± 2 kV common mode	Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5% UT (>95% dip in UT) for 0.5 cycle 40% UT (60% dip in UT) for 5 Cycles 70% UT (30% dip in UT) for 25 Cycles <5% UT (>95% dip in UT) for 5 sec	Not applicable	Mains power quality should be that of a typical commercial or hospital environment. If the user of the device requires continued operation during power mains interruptions, it is recommended that the device is powered from an uninterruptible power supply or a battery.
Power frequency (50/60Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

NOTE: UT is the a.c. mains voltage prior to application of the test level.

Guidance and manufacturer's declaration - Electromagnetic immunity

The device is intended for use in the electromagnetic environment specified below. The customer or the user should assure that it is used in such an environment.

			Portable and mobile RF Communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance.
Conducted R F IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz	3 V	$d = \left[\frac{3.5}{V_1} \right] \sqrt{P}$
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m	$d = \left[\frac{3.5}{E_1} \right] \sqrt{P}$ 80 MHz to 800 MHz $d = \left[\frac{7}{E_1} \right] \sqrt{P}$ 800 MHz to 2.5 GHz
			<p>Where P is the maximum output power rating of the transmitter in watts (W) according to the Transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in each frequency range.^b Interference may occur in the vicinity of equipment marked with the following symbol:</p> 

NOTE 1 At 80 MHz ends 800 MHz, the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To

assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the device.

b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than [Vi] V/m.

Recommended separation distances between portable and mobile RF communications equipment and the device

The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the as recommended below, according to the maximum output power of the communications equipment.

Rated maximum transmitter output power of W	Separation distance according to frequency of transmitter		
	150 kHz to 80 MHz $d = \left[\frac{3.5}{V_1} \right] \sqrt{P}$	150 kHz to 80 MHz $d = \left[\frac{3.5}{E_1} \right] \sqrt{P}$	150 kHz to 80 MHz $d = \left[\frac{7}{E_1} \right] \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) accordable to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz. the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) accordable to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz. the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

DECLARATION OF CONFORMITY

Mobi Technologies, Inc. declares that the (Mobi DualScan Ultra) complies with the following normative documents: IEC60601-1, IEC60601-1-2, IEC60601-1-4, ASTM E1965-98, ISO10993-5, ISO10993-1010993-1, ISO 14971, EN 124705.

TROUBLESHOOTING GUIDE

Troubles	Check lists	Countermeasures
No response/ Automatic reset when pulling out insulator	Battery drained	Change batteries
	Battery in wrong polarity?	Take out battery, reinsert battery correctly
	Poor battery contact	
Battery symbol on LCD	Low battery	Change new battery
“Lo” on screen (result below 32.0°C or 89.6°F)	Thermometer correctly angled for the eardrum / forehead?	Follow user’s manual to correctly angle for the eardrum / forehead.
“Hi” on screen (result below 42.9°C or 109.3°F)	Please check the operation method	Follow user’s manual for proper measurement.
“Errp” on screen	Hardware problem	Consult manufacturer
“Errp” on screen	Environment temperature beyond the scope of 10°C ~ 40°C(50.0°F ~ 104.0°F) for Ear 15°C ~ 40°C(59.0°F ~ 104.0°F) for Forehead	Place the thermometer into environment temperature 10°C ~ 40°C (50.0°F ~ 104.0°F) for Ear 15°C ~ 40°C (59.0°F ~ 104.0°F) for Forehead
“Er25” on screen	Thermometer temperature measurement circuit failure	Consult manufacturer
“Err5” on screen	Operation error, More than 15 seconds without test result in measure heart rate mode	please follow the instruction in user manual

NOTES:



1. Under an environment with electrostatic discharge, the unit may malfunction and may require user to reset the unit.

2. Dispose with care; please consult your retailer or manufacturer for instructions, if needed.

LIMITED WARRANTY

Mobi Technologies, Inc. warrants this product to be free from defects in material and workmanship for a period of ninety (90) days from the date of purchase. Should this product prove to be defective at any time during the warranty period, Mobi Technologies, Inc. will, at its option, either replace or repair it without charge. After the warranty period, a service charge will be applied for replacement of parts or labor for repair.

If you suspect that the product is malfunctioning or is defective please call Mobi Toll Free at 1. 877. 662.4462 and ask for the Service Department. If the problem still persists after consulting with our Service Department, you may return the product to obtain warranty service. Please return it to Mobi® along with a dated sales receipt from the place of purchase.

This warranty does not cover damage caused by accident, misuse, abuse, improper maintenance, unauthorized modification, or connection to an improper power supply. A charge will be made for repair of such damage. This warranty excludes all incidental or consequential damages and any liability other than what is stated above.

Mobi Technologies, Inc.
5913 Blackwelder Street
Culver City, CA 90232
www.getmobi.com

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